

J o b D e s c r i p t i o n

Position:	Student Success Tutor
School/Service:	Queens Dental Sciences Centre (QuDeSC)
Reference:	DNT- 0192-26
Grade:	Grade 6
Hours:	Full Time
Status:	Fixed Term – 1 Year
Responsible to:	Head of QuDeSC

Main Function of the Post:

- To provide Personal Academic Tutoring (PAT) support to all students studying at QuDeSC, supporting them in their academic, personal and professional development
- To monitor and report student attendance at QuDeSC, supporting initiatives to increase student engagement, retention, and compliance.
- To ensure students at QuDeSC feel supported and understood throughout their university experience

Principal Duties and Responsibilities:

1. Work under the direction of the Head of QuDeSC to support Centre-wide administrative tasks related to attendance monitoring, personal tutoring and other student success support initiatives, ensuring work is completed efficiently and effectively
2. To work closely with the Quality Transformation Unit (QTU) which is responsible for the constant development, assessment and monitoring of the PAT role across the University
3. Provide timely, supportive outreach to students, offering advice, referring to relevant policies, academic staff and central support services, while tracking follow-up actions to ensure continuity of care.
4. Maintain clear and confidential records of all student contact and interventions, in line with GDPR and university policy.
5. Supplying engagement reports to Programme Leaders, monitoring actions, while providing consistent pastoral care.
6. Collaborate with academic and professional services teams to ensure a cohesive approach to

student engagement, wellbeing, and retention.

7. Work effectively within a dynamic environment, optimising both individual and team performance.
8. Contribute to the implementation and improvement of systems that support the Centre's operations
9. Demonstrate flexibility by responding to urgent issues and supporting key calendar events, including occasional evening and weekend work.
10. Engage with quality assurance processes/procedures to ensure that QuDeSC/University standards are met.
11. To carry out this role with rigour, professionalism, care and efficient record keeping.
12. To be the students' first point of call for advice or signposting to further support on academic or pastoral matters, while all documentation related to group and individual sessions will be added to the corresponding student record within 48 hours of receiving student communication or attending a student meeting
13. To liaise with the Programme Leaders discussing the progress of all students
14. To provide academic support to students related to their assessments, focusing on various areas, e.g., academic writing, etc.
15. To support the students in the development of time management skills, e.g., towards their assessments' submission deadlines
16. To support students following proven academic misconduct hearings to achieve academic improvement
17. Developing and monitoring Study Support Plans (SSPs) under the guidance of the corresponding Programme Leaders
18. Provide a first point of contact for student welfare issues, referring problems on where they are complex or serious.
19. To support the students within student facing procedures, such as self-referral for extensions, special circumstances applications, suspensions, withdrawals and academic appeals
20. Contribute to the Centre's planning process and support the achievements of targets related to attendance, retention and continuation metrics
21. Monitor and report student attendance and engagement using University monitoring systems
22. Identify students at risk due to low engagement or repeated absences and proactively contact them as part of an early intervention strategy
23. Ensure compliance with UK Visas and Immigration (UKVI) regulations by accurately recording and reporting attendance for international students and escalating concerns to the relevant Programme Leader

24. Respond to student and staff queries regarding attendance procedures, providing guidance and ensuring clear understanding of University policies
25. Support the development and implementation of new procedures to improve the efficiency and accuracy of attendance monitoring within the Centre
26. Prepare and present regular reports and insights on attendance trends to inform Centre planning
27. Support the development of new strategies and tools aimed at improving student engagement and enable data-informed decision-making
28. To provide professional development support by assisting in career planning, work experience, enrichment, job recruitment skills, networking and leadership
29. Organise and coordinate meetings, including room booking and arranging refreshments. Prepare agendas, take minutes, and track the progress of agreed actions.
30. Support the planning and delivery of Centre's events such as induction programmes, open days, and student engagement campaigns.
31. Play an active role in organising events, including Open Days and Partner Events, managing logistics such as audiovisual requirements, refreshments, invitations, and on-the-day participation.
32. Support student recruitment activities by contacting prospective students to encourage participation in open days and outreach initiatives.
33. Utilise appropriate technology effectively to perform all aspects of the role.
34. Treat all individuals with dignity and respect, actively contributing to a culture of inclusivity and equality.
35. Work flexibly as part of a collaborative team, including availability for some evening and weekend work during peak periods.
36. Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements.
37. Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role.
38. To be flexible in the role and to undertake relevant academic and operational duties as assigned by the QuDeSC.
39. Ensure a safe working environment and abide by University's Health & Safety policies and practices and observe the University's Equal Opportunities policy and Dignity at Work policy at all times.

Note:

This is a description of the role requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will

be conducted by the relevant manager in consultation with the role-holder.

Please note that this is an evolving role with a requirement to travel and attend events external to the University in support of Faculty/University business requirements.

Please note that this appointment will be subject to Disclosure and Barring Clearance

The university is committed to upholding academic freedom and freedom of speech within the law. We support open and respectful debate, the exchange of ideas, and the right of staff and students to question, test, and advance knowledge without constraint, while recognising the responsibility to exercise these freedoms in a way that respects the rights of others

Person Specification

Position: Student Success Tutor		Reference: DNT- 0192-26	
School: QuDeSC		Priority (1/2)	Method of Assessment
Criteria			
1	Qualifications		
1 a)	Honours degree or equivalent in a relevant subject area	Priority 1	Application Form/Documentation
1 b)	A relevant teaching qualification and fellowship/Associate Fellowship status of the Higher Education Academy (HEA), or a willingness to obtain fellowship membership of the HEA within a specified time frame	Priority 2	Application Form/Documentation
2	Skills / Knowledge		
2 a)	Able to support students through effective personal academic tutoring, focusing on academic, personal and professional support / development	Priority 1	Application Form / Interview
2 b)	Able to help student groups develop academic skills (academic writing, referencing, etc.)	Priority 1	Application Form / Interview/Assessment
2 c)	Able to provide pastoral support to students in a timely manner	Priority 1	Application Form / Interview
2 d)	Able to help student groups develop professional skills (e.g. career planning, etc.)	Priority 1	Application Form / Interview
2 e)	Skilled at determining priorities and managing deadlines	Priority 1	Application Form / Interview
2 f)	Able to supervise student work and to provide appropriate support/feedback	Priority 1	Application Form / Interview/Assessment
2 g)	Ability to use initiative, creativity and judgement to respond appropriately to student needs and problems	Priority 1	Application Form / Interview
2 h)	Possess sufficient breadth and depth of specialist knowledge to work within established programmes on issues of disability and inclusion	Priority 2	Application Form / Interview
2 i)	Able to liaise with colleagues and other stakeholders and to contribute to staff development	Priority 1	Application Form / Interview
2 j)	Competent in the use of appropriate IT systems such as word-processing, spreadsheets, databases and email	Priority 1	Application Form / Interview
2 k)	Able to develop and operate systems for keeping clear and accurate records	Priority 1	Application Form /

			Interview
2 l)	Able to present data in a clear and accurate manner	Priority 1	Application Form / Interview
2 m)	Familiar with UK Visa and Immigration (UKVI) regulations and policies	Priority 1	Application Form / Interview
2 n)	Excellent oral communication and interpersonal skills to liaise effectively with colleagues, students and external contacts in a professional manner	Priority 1	Application Form / Interview
2 o)	Excellent organisational skills	Priority 1	Application Form / Interview
2 p)	Effective committee support skills, including minute taking	Priority 1	Application Form / Interview
2 q)	Able to lead on the development and implementation of system, process or procedural change or small projects	Priority 1	Application Form / Interview
3	Experience		
3 a)	Experience of operating successfully within a team environment	Priority 1	Application Form / Interview
3 b)	Experience of dealing with people in a customer care situation	Priority 1	Application Form / Interview
3 c)	Experience of using computerised record systems as a major administrative tool	Priority 1	Application Form / Interview
3 d)	Experience of providing pastoral support to students	Priority 2	Application Form / Interview
3 e)	Experience of supporting students on undergraduate programmes	Priority 2	Application Form / Interview
3 f)	Experience of supporting students with learning disabilities	Priority 2	Application Form / Interview
3 g)	Competent in the application of Information Technology	Priority 1	Application Form / Interview
3 h)	Experience of Administration in a student facing service	Priority 2	Application Form / Interview
3 i)	Experience of supporting committees including minute taking	Priority 2	Application Form / Interview
3 j)	Experience of setting and achieving deadlines for self and others	Priority 1	Application Form / Interview
3 k)	Experience of working to imposed deadlines	Priority 1	Application Form / Interview
3 l)	Experience of setting and monitoring deadlines for others	Priority 1	Application Form / Interview
3 m)	Experience of contributing to and implementing system, process or procedural development	Priority 2	Application Form / Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	Priority	Interview
4 b)	Commitment to continuous improvement and creative ways of working	Priority 1	Interview

4 c)	Adaptable and flexible to meet changing circumstances in the working environment.	Priority 1	Interview
4 d)	Able to demonstrate sensitivity in dealing with colleagues/partners and stakeholders from different cultural backgrounds	Priority 1	Interview
4 e)	Able to work effectively as part of a team and as an individual	Priority 1	Interview
4 f)	Able to use initiative as and where appropriate.	Priority 1	Interview
4 g)	Able to work without close supervision	Priority 1	Interview
4 h)	Able to take ownership of, organise and prioritise tasks and workload from initial stage to completion to meet deadlines	Priority 1	Interview
4 i)	Able to follow procedures and respond to instructions from senior colleagues	Priority 1	Interview
5	Other		
5 a)	Willing to undertake staff development, which may take place outside the University	Priority 1	Interview
5 b)	Awareness and commitment to the principles and requirements of the Data Protection Act/ Freedom of Information Act/Bribery Act, Health & Safety within the work environment, Prevent and UKVI	Priority 1	Interview
5 c)	Able to work flexibly and remotely and travel as appropriate in order to meet the requirements of the Centre/ University	Priority 1	Interview
5 d)	Commitment to the University's policy on equality and diversity	Priority 1	Interview
5 e)	Available to work evenings and outside of the normal academic year	Priority 1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. *The role-holder is required to hold a PhD/Professional Doctorate qualification. However, those without a PhD/Professional Doctorate but with equivalent level qualifications or outstanding achievements in the professional field will be expected to complete a PhD/Professional Doctorate within four years from the date of commencement.
4. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
5. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required